

## Viewing healow TeleVisit Appointments – Patient View

Patients that cannot travel, or live in remote areas, can take advantage of eClinicalWorks healow to visit their doctor through a two-way video visit. Patients must be Web-enabled to access healow. They can log in to healow using their eClinicalWorks Patient Portal credentials.

Once the patient has called the clinic, and an appointment has been created for the healow TeleVisit, the patient will receive an e-mail with an appointment confirmation.

**Note:** A webcam must be installed and functioning on the machine that is used for healow TeleVisits.

Patients can also access healow TeleVisits from the healow app on their phone.

### To start a healow TeleVisit:

1. Log in to healow with the eClinicalWorks Patient Portal credentials.

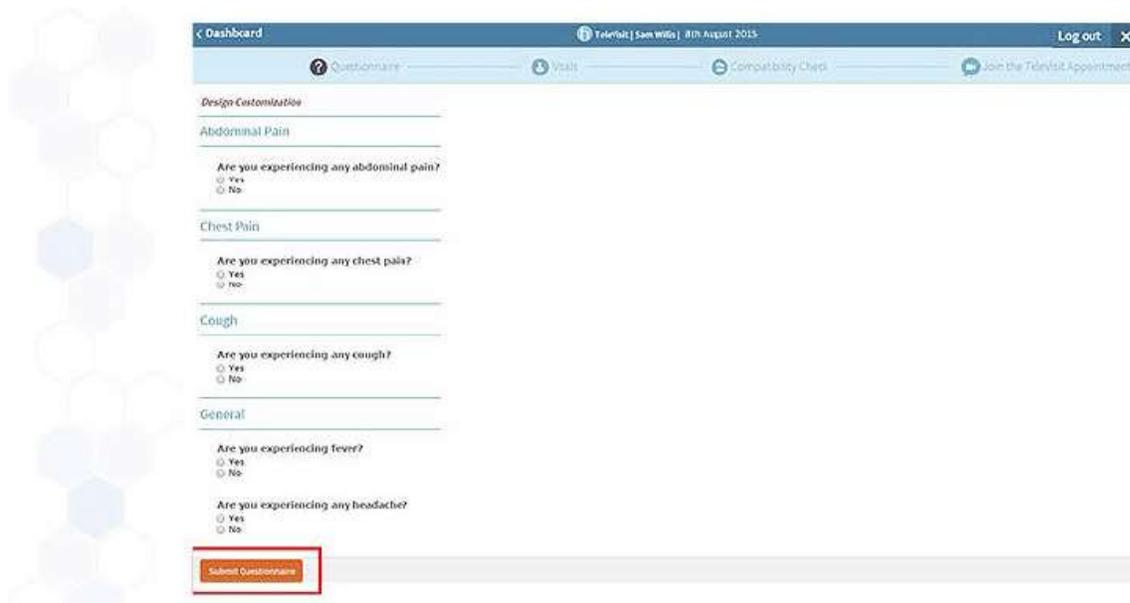
The healow window opens, displaying any upcoming appointments:



2. Click *Join TeleVisit*.

The Intake Questionnaire linked to the visit displays.

3. Enter the responses, and then click *Submit Questionnaire*:

A screenshot of a web-based questionnaire interface. The top navigation bar includes a back arrow, 'Dashboard', 'TeleVisit | Sam Wells | 8/19 August 2015', and a 'Log out' button. Below the navigation bar are tabs for 'Questionnaire', 'Vitals', and 'Compatibility Check', along with a 'Join the TeleVisit Appointment' button. The main content area is titled 'Design Customization' and contains several sections: 'Abdominal Pain' with the question 'Are you experiencing any abdominal pain?' and radio buttons for 'Yes' and 'No'; 'Chest Pain' with the question 'Are you experiencing any chest pain?' and radio buttons for 'Yes' and 'No'; 'Cough' with the question 'Are you experiencing any cough?' and radio buttons for 'Yes' and 'No'; and 'General' with two questions: 'Are you experiencing fever?' and 'Are you experiencing any headache?', each with radio buttons for 'Yes' and 'No'. At the bottom of the form, there is a red-bordered button labeled 'Submit Questionnaire'.

**Note:** The questionnaire responses can be imported to the Progress Notes by the Provider and is also saved in the Patient Documents.

The Vitals check displays.

4. Enter the vitals, and then click *Submit Vitals*.

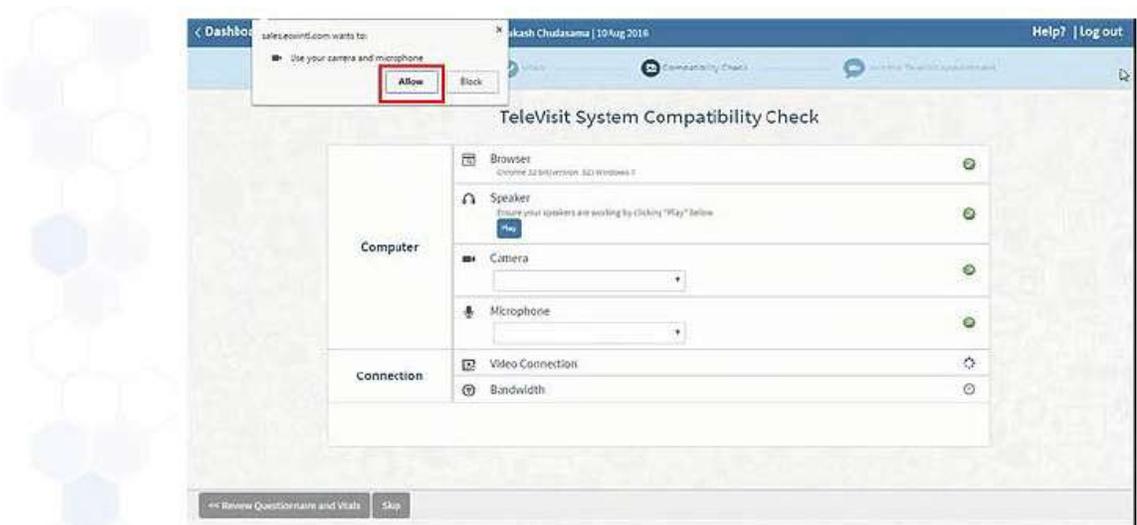
**Note:** The responses to the vitals do not become part of the Progress Notes but are saved in the Patient Documents.

A system compatibility check is performed to detect the software and hardware required to conduct healow TeleVisits.

5. On the top left corner of the Compatibility Test window, click *Allow* in the pop-up message to use the patient-facing camera.

The next pop-up message displays.

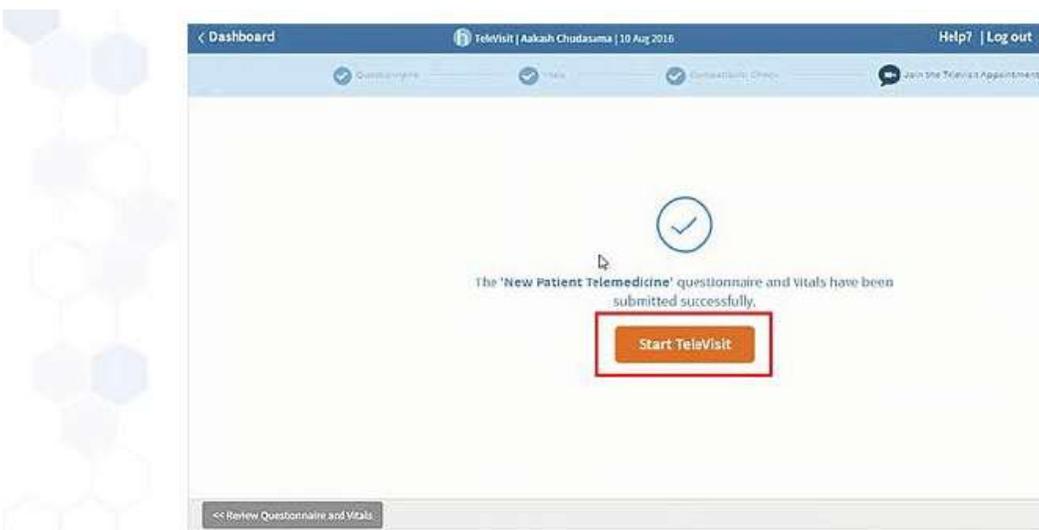
6. Click *Allow* in the pop-up message to use patient-facing microphone:



7. Once the compatibility check is complete, click *Proceed*.

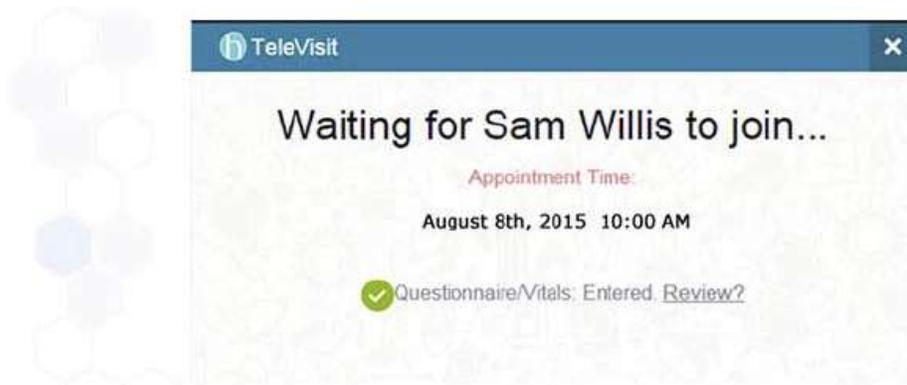
A confirmation message displays, indicating that the questionnaire and vitals have been submitted successfully.

The link to the healow TeleVisit waiting room displays. The *Start TeleVisit* button displays in orange 30 minutes before the scheduled appointment time:



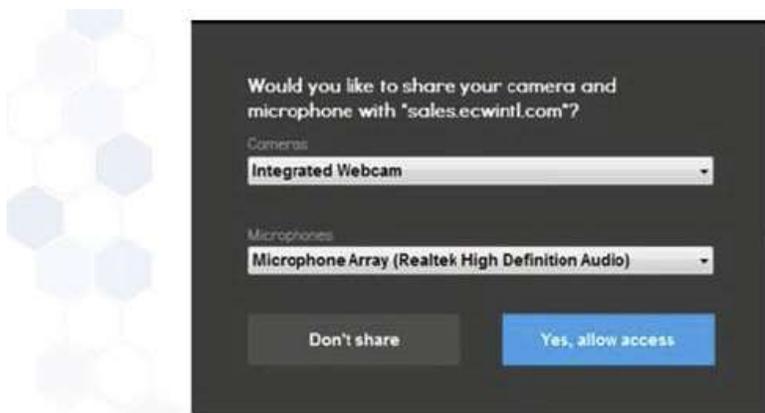
8. Click *Start TeleVisit*.

A message display's:



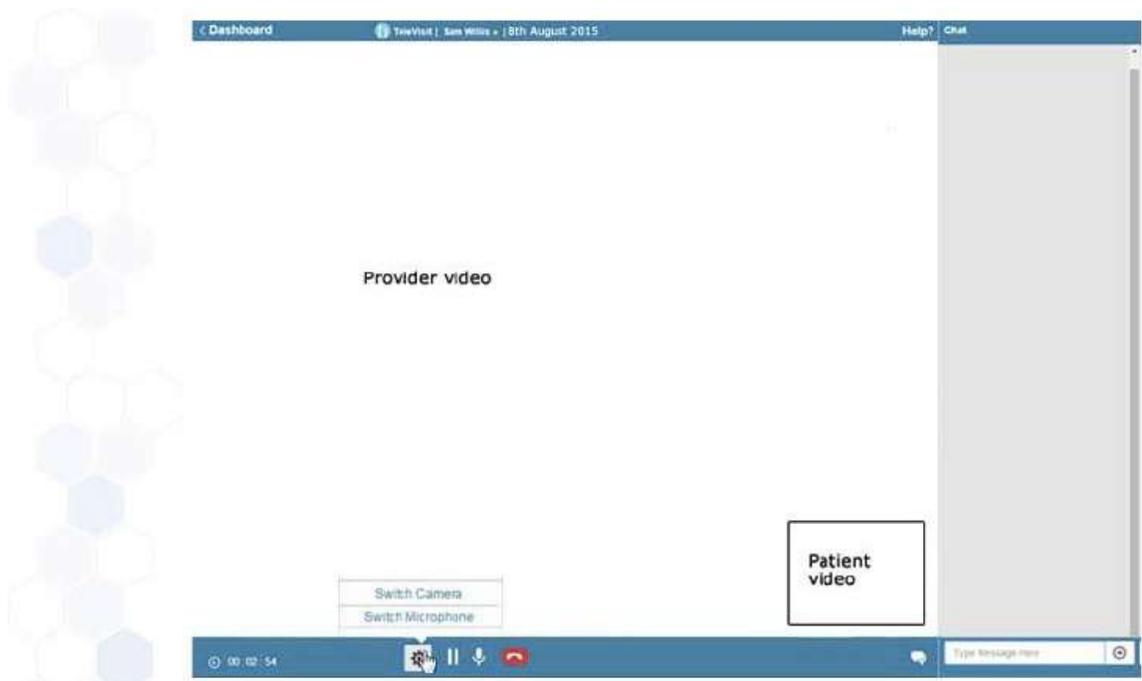
To review the questionnaire and vitals, click *Review*.

Once the provider joins, a message displays asking the patient to allow camera and microphone:



9. Click *Yes, allow access* for camera and microphone.

The TeleVisit window opens and the video call begins:



The provider name, date, and time display on top, and the duration of the visit displays on the bottom.

The following list describes the features available in the healow TeleVisit window for patients:

Feature	Description
	<p>The Gear icon enables the patient to switch on the camera and microphone before joining the call. Click the <i>Gear</i> icon display the following options:</p> <ul style="list-style-type: none"> <li>■ <b>Switch Camera</b> - Click this button to display the name of the webcam driver. Click the name of a webcam driver to switch the webcam.</li> <li>■ <b>Switch Microphone</b> - Click this button to display the name of the microphone driver. Click the name of a microphone driver to switch microphones.</li> </ul>
	<p>Click to pause the patient-facing camera. Click again to start the patient-facing camera.</p>



Feature	Description
	Click to mute the microphone. Click again to enable the microphone.
	<ol style="list-style-type: none"> <li>1. Click to open the Chat window.</li> <li>2. Start typing the text and click the arrow button:</li> </ol>  <p>The patient receives a chat notification.</p>
	Click to end the video call. When the patient clicks this button, the following message displays on the patient side: <b>Path:</b> <i>Are you sure you want to end the call?</i> <ul style="list-style-type: none"> <li>■ <b>No</b> - Click to continue the session.</li> <li>■ <b>Exit</b> - Click to end the session.</li> </ul> When the patient clicks <i>Exit</i> , the following message displays on the provider side: <b>Path:</b> <i>Your call is completed.</i> The patient displays as <i>Offline</i> on the healow TeleVisits window for the provider.
	Click to open the eClinicalWorks Live Chat window. Patients can chat directly with an eClinicalWorks representative if they encounter any problems during the healow TeleVisit session.

Feature	Description
	Click to return to the healow Dashboard. When the patient clicks the Dashboard button, the following message displays: <b>Path:</b> <i>Return to the dashboard will end the TeleVisit. Are you sure you want to exit?</i> <ul style="list-style-type: none"> <li>■ <b>Exit</b> - Click to exit the healow TeleVisit session.</li> </ul> If the patient clicks <i>Exit</i> , the healow TeleVisit session is disconnected and the following message displays on the provider's healow TeleVisit window: <b>Path:</b> <i>Patient Offline</i> <ul style="list-style-type: none"> <li>■ <b>Cancel</b> - Click to continue the healow TeleVisit session.</li> </ul>
	Click to exit the TeleVisit session. When the patient clicks this button, the following message displays for the provider: The patient has disconnected unexpectedly. Would you like to exit?

## Accessing healow TeleVisits Help:

Path: *healow* > *TeleVisit Help*

Patients can review FAQs and important information about healow TeleVisits from the TeleVisit Help tab on the healow website.

### To access healow TeleVisits help:

1. From the left pane, click *TeleVisits Help* tab.

The healow TeleVisit Support and FAQ window opens.

2. Click a link to expand the information in that section.

To test compatibility for healow, click the *Find Now* button:



The compatibility test displays.

- To return to the TeleVisit Support and FAQ window, click the *Help* button on the top right corner of the window.
- If the patient clicks the *Help* button, on the top right corner of the healow TeleVisit window during a live healow TeleVisit session, the eClinicalWorks Live Chat window opens, enabling the patient to chat with an eClinicalWorks representative.